

Job Description

We are looking for a full-time **IT Technician** professional to help take our company to the next level. As a small-medium sized business in the emerging energy efficiency and renewable energy space, our goal is to grow sales 30% per year and become a national leader. The ideal candidate will provide day to day internal support for the various IT requirements of individual departments. This position will report to the Director of Product Development & IT.

Essential Duties and Responsibilities:

- Provide internal user support
- Support IT inventory management
- Deployment of software and hardware
- Provide support for internal phone system
- New hire IT orientation and administration
- Documentation of IT process and procedures
- Other duties and special projects as assigned

Qualifications:

- Associates degree or higher in related computer science/IT discipline or equivalent experience required
- CompTIA A+ Certification or equivalent experience required
- Help desk, service desk, or technical support experience preferred
- Excellent working knowledge of MS Software (Windows OS's and 365 Office Suite) required
- Ability to provide support for networking preferred
- Basic understanding of Active Directory
- Strong interpersonal/customer-service skills
- Strong analytical and troubleshooting abilities
- Patience and ability to walk employees through troubleshooting process
- Strong aptitude for learning is required
- Courteous and professional demeanor
- Linux skills (specifically Ubuntu) are a plus
- Interest in and passion for sustainability
- Dedication to continuous improvement
- Excellent written and oral communication skills
- Ability to work successfully and at a high level of competency with all levels of the organization
- Must have a positive attitude and high energy level
- Highest level of integrity and strong accountability required
- Must be able to work well in teams
- Excellent time management and attention to detail

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to stand; walk and talk or hear. The employee must frequently lift and/or move up to 20 pounds.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Extreme Ownership** - Takes personal responsibility for outcomes and perseveres in the face resistance or setbacks. Pursues everything with energy and drive.
- **Subject Matter Expertise** - Excels at his/her professional function, regularly demonstrating and sharing depth of knowledge and skills. Is a quick study.
- **Clear & Candid Communication** - Ensures that information is passed on to others who should be kept informed; has the courage to say what needs to be said.
- **Building Collaborative Relationships**- Cultivates trusting, respectful, professional relationships with colleagues and customers over time.
- **Planning & Problem-Solving** - Takes the steps necessary to deliver high quality results, on time and on budget.
- **Continuous Improvement** - Constantly seeks ways to improve the internal and external customer experience by delivering better, faster or less expensive products and services.